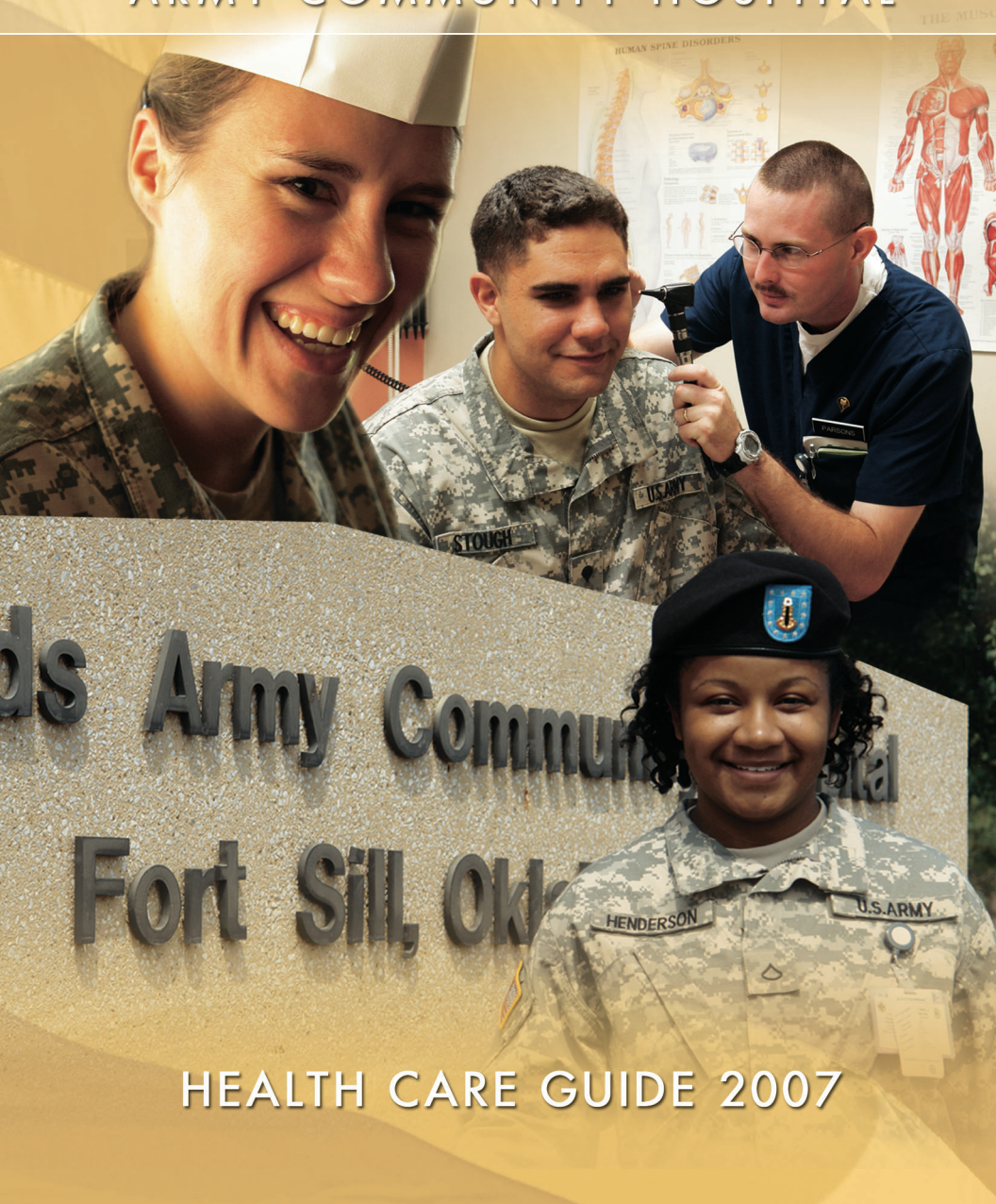


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ARMY COMMUNITY HOSPITAL



Reynolds Army Community Hospital  
Fort Sill, Oklahoma

HEALTH CARE GUIDE 2007



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# REYNOLDS

Army Community Hospital

3009 NW WILSON STREET  
FORT SILL, OKLAHOMA 73503-9042



*Named in Honor of Charles Ransom Reynolds  
Surgeon General June 1935 – May 1939*

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**T**he hospital staff and I look forward to assisting you, and your family, with all of your health care needs. This health care guide is designed to provide a glimpse at the state-of-the-art medical care offered at Reynolds Army Community Hospital (RACH) to Active Duty and retired soldiers and their family members. In it, you'll find important information about services offered, hours of operation, and contact information to our inpatient wards, various health care clinics and programs. We're proud of each of these!

Reynolds participates in the Department of Defense's managed care program called TRICARE. TRICARE Prime enrollment is mandatory for Active Duty Soldiers. Prime enrollment is important since Prime enrollees have priority access to care at Reynolds and are assigned a Primary Care Manager (PCM). To enroll in TRICARE, please visit the TRICARE Service Center (TSC) located on the first floor near the south entrance. For enrollment assistance call (800) 444-5445.

The entire staff of Reynolds Army Community Hospital looks forward to serving you. We are continuously working to improve our services to ensure you get the care you need in the environment that you deserve. If there is anything we can do to make your health care experience better, please contact the Patient Representative at (580) 458-2390/2389 or me at (580) 458-3000.

FREDERICK A. SWIDERSKI  
COL, U.S. Army  
Commanding





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*Reynolds is Access to Great Health Care, Outstanding Customer Service, and being Relevant to our Customers*

### **OUR MISSION**

To deliver quality health care services while maintaining a high state of readiness in a workplace of excellence and safety.

### **OUR VISION**

The Premier Federal Model of a community healthcare system adaptable to the Future Force.

### **HIPAA STATEMENT**

"In order to comply with the Health Insurance Portability and Accountability Act (HIPAA) of 1996 and out of respect for our patients and their families, I am unable to release any information at this time."



## Chapter 1



*Outpatient Clinic Mall*

# PRIMARY CARE SERVICES

Primary Care Services are composed of clinics that provide comprehensive medical care. All clinics operate under the daily hours of 7:30 a.m. to 4:30 p.m., Monday through Friday unless noted otherwise. The clinics' healthcare focus is:

- Acute problems
- Routine care
- Preventive health services
- Women's health services
- School and sports physicals
- Immunizations
- Periodic/special physicals for active-duty
- Minor surgical procedures

The primary care team consists of physicians, physician assistants, nurse practitioners, nurses, and administrative staff. Your Primary Care Manager (PCM) will be located in one of the five following clinics:

### Family Practice Clinics 1 and 2:

Family Practice Clinics are designed for patients of all ages.





*Dr. Karen Schafer in FP #2*

### Internal Medicine Clinic:

The Internal Medicine Clinic is designed for patients 17 and older. Internal Medicine also takes referrals from other physicians to evaluate patients and/or perform selected procedures. EKGs, treadmills, and holter monitors are performed in this clinic.



*Nancy Farrell in the Internal Medicine Clinic*

### Fires Center Clinic:

Provides Soldier Centered Care (Sick Call) by screening all eligible Active Duty Soldiers 6 a.m. to 7:30 a.m., Monday through Friday. Soldiers assigned to Fires Brigades Units have their own PCM in the Fires Center Clinic and can schedule appointments from 7:30 a.m. to 4 p.m.



*SPC Parsons triaging SPC Stough in the Fire Center Clinic*



Betty Tillman-Guest with twins, Laila and Lexia Moore

### Pediatrics:

The Pediatric Clinic is designed for patients from birth to 16 years of age. The Pediatric Clinic also takes referrals from other physicians to evaluate patients and/or perform selected procedures.

### **Additional Services in Primary Care**

#### Allergy and Immunization Clinic:

Immunizations are available on a walk-in basis during the hours of 7:30 a.m. to 4:30 p.m., Monday through Friday. Whenever an immunization is given, the patient must be observed for 15 minutes before they are released. Therefore the last immunization will be administered at 4:15 p.m. Flu shots will be issued when the vaccine becomes

available. Soldiers who are clearing for overseas assignments must bring one copy of their orders, medical records, yellow shot record and ID card. Other patients must bring their yellow shot records and ID card.

Allergy shots are administered on Monday mornings, Tuesday afternoons, all day on Wednesday, Thursday mornings, and Friday afternoons only. As with immunizations, the patient must be observed for 15 minutes after administration of an allergy shot.

Schools age shots are typically given from the middle of June to the middle of August. The child's shot records and/or any documentation of shots/immunizations is required. The child's medical record is not required.

## CENTRAL APPOINTMENT SYSTEM - CAS

To make or cancel an appointment: 458-2000

Appointment Service Hours:

7 a.m. to 4 p.m., Monday through Friday

Closed: weekends and federal holidays

Best times to call: After 10 a.m., Monday through Friday

TRICARE Online (TOL): [www.tricareonline.com](http://www.tricareonline.com)



### SGT David B. Bleak Troop Medical Clinic (TMC):

The TMC provides healthcare for Initial Entry Training Soldiers starting at 7 a.m., Monday through Saturday. Care for Advanced Individual Training Soldiers, Marines, students of the Basic Officer Leadership Course and Warrior Transition Course starts at 6:30 a.m. The TMC is open on all holidays except Christmas Day and New Years Day. The TMC is closed on Sunday. The clinic is located in Building 6039 and staff can be reached at 442-5566.

### Medical Soldier Readiness Processing (SRP):

The SRP site provides pre-deployment, post-deployment, annual Soldier Readiness Check and Post Deployment Health Reassessment (PDHRA) services. PDHRA services can be scheduled by calling 442-8595/6861. For all other services call 442-4055. SRP is located in Building 3161, 7:30 a.m. to 3 p.m., Monday through Friday.

### Deployment Medicine Clinic (DMC):

This clinic provides health care services, mobilization/pre-deployment and demobilization screening to Reserve Component and National Guard. Soldiers may walk-in for health care problems from 7 to 7:30 a.m., Monday through Friday in the Emergency Room (ER) waiting area.

### One Station Training (OST):

OST is the initial medical screening/immunization site for all initial entry Soldiers arriving at Fort Sill. For assistance call 442-2848.

### Population Health Clinic (PHC):

The PHC is staffed by credentialed clinical pharmacists and a registered

nurse. The PHC is designed to have a positive impact on patient outcomes by educating patients and providers, monitoring medications, and providing cost-effective therapy. Patients are referred by their PCM for education and/or management by the Clinical Pharmacist in the following areas: anticoagulation, asthma, diabetes, high cholesterol, and high blood pressure. Patients using **10** or more medications (prescription, over-the-counter, herbal or vitamins) can request a referral for a medication review. The clinic is open from 8 a.m. to 5 p.m., Monday through Friday. For assistance call 458-3142

### Emergency Room (ER):

The ER is designed and staffed to provide emergency medical care. The ER is not a substitute for Sick Call or routine health care needs. Patients are encouraged to call Central Appointment System (CAS), 458-2000, to schedule a same day appointment with their PCM for health conditions that **ARE NOT** life threatening to life, limb or eyesight. The ER is open 24 hours a day, seven days a week.

## EMERGENCY DEFINED

Emergency: 911

Emergency Room: 458-2770/2727

An emergency is defined as a condition or injury that would lead a person to believe that the absence of immediate medical attention could result in a threat to his/her life, limb, or sight. We recognize that a parent may not be sure whether their child's problem is an emergency. If you have questions, please call the ER at 458-2770 or the Pediatric Clinic at 458-2000, option #1 during clinic hours.

## TRICARE ONLINE

TRICARE Online (TOL) is a Department of Defense web based tool that allows TRICARE Prime and Plus beneficiaries the option to book same day and follow-up appointments with their primary care manager (PCM) through the internet. It also provides access to an on-line drug interaction checker, a tool to create a personal journal, and access to valuable TRICARE related information.

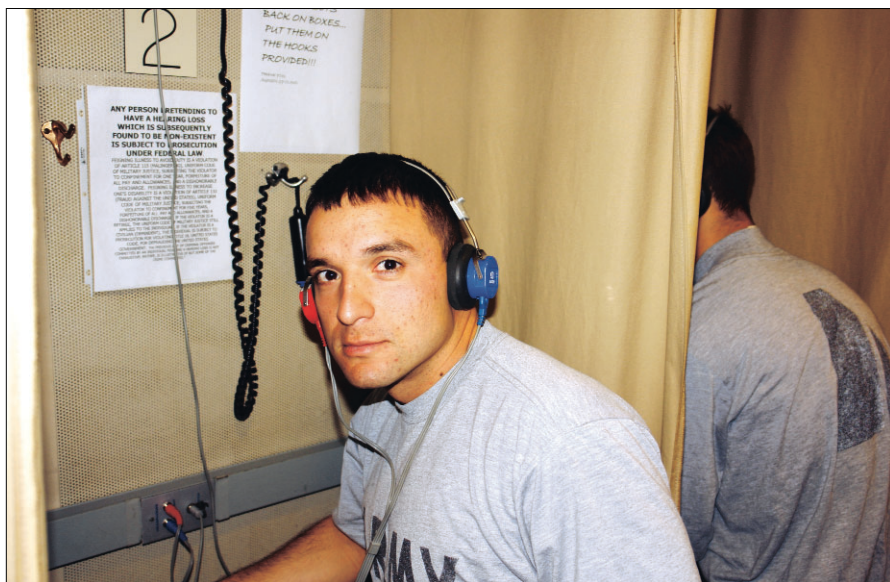
TRICARE Online is available to all beneficiaries who are enrolled to RACH. Beneficiaries can access appointments anytime, anywhere, securely, privately, from any laptop or personal computer.

To get started go to [www.tricareonline.com](http://www.tricareonline.com), and follow the easy on-line instructions to register. Once logged in, click on “appointments” and schedule an appointment with your PCM.

### Physical Exams/Aviation Health Care:

Aviation health care is conducted at the Physical Exam Clinic along with multiple types of military physicals, i.e., periodic, retirement, separation, etc. Phase 1 and 2 of a physical can be

scheduled by calling 458-2228/2217 between 1 to 3 p.m., Monday through Wednesday, and Fridays. Phase 1 information sheets may be picked up at the clinic. Physicals are for all military components: Active Duty, National Guard and Army Reserves.







## Chapter 2



*Operating Room Staff prepping Patient*

# SPECIALTY CARE SERVICES

Access to specialty care service requires a referral or provider order. All clinics are open from 7:30 a.m. to 4:30 p.m. unless otherwise noted.

### Audiology Clinic:

Soldiers in need of a hearing test should coordinate with their unit Hearing Conservation Officer to schedule an appointment. Results are provided on a same day basis. Routine audiology testing is available on a referral basis.

### Physical Therapy Clinic:

The Physical Therapy Clinic provides the following services: rehabilitation, pre and post operative physical therapy, and therapeutic evaluation.

### Chiropractic Clinic:

Chiropractic services are limited to Active Duty Soldiers only, by mandate from the Department of Defense. The clinic is located on the first floor by the west entrance, inside the Physical Therapy Clinic.

### General Surgery Clinic:

The General Surgery Clinic provides comprehensive care, pre-operative evaluation, operative and post-operative care, for a number of disease processes to include but not limited to breast disorders, endocrine disorders, abdominal disorders, hernias, pancreatic disorders, pediatric surgery, and surgical endoscopy.

### Dermatology Clinic:

This clinic offers full medical and surgical dermatologic services and provides diagnosis and treatment for both malignant and non-malignant conditions of the skin. This clinic is staffed by a residency trained military dermatologist and technician.

### Neurology Clinic:

The neurology clinic provides comprehensive, non-surgical treatment of diseases and disorders of the central and peripheral systems, EEG's and EMG's are performed in this clinic.

**Sleep Lab:** Evaluates and provides treatment for various sleeping disorders.

### Urology Clinic:

The Urology Clinic provides comprehensive examination, diagnosis and treatment of urologic conditions.

### OB/GYN Clinic:

OB/GYN care is provided by a Physician or Advanced Nurse Practitioner. These clinicians provide one-on-one counseling for pregnant moms and comprehensive women's healthcare services. Active Duty walk-in service for OB patients is from 7:30 a.m. to 8:15 a.m., Monday through Friday.

### Occupational Therapy Clinic:

Occupational therapy is a rehabilitative service encompassing screening, evaluating, treatment and education of persons who suffer from orthopedic problems, neurological conditions, and physical or psychological dysfunction relating to general and surgical conditions. Services include clinical assessment and treatment, life skills training, and therapeutic exercise. Walk-ins are seen as schedules permit.

### Ophthalmology Clinic:

Ophthalmologists provide a broad spectrum of eye care from routine examinations to general medical eye care and surgical procedures to include cataract surgery. When complex or unusually serious eye diseases are encountered, the Ophthalmologist works with TRICARE sub-specialists in Ophthalmology located in the greater Oklahoma City region to provide the best care possible for our patients.





### Optometry Clinic:

Active Duty Soldiers can self-refer for routine eye exams by calling 458-2296 or walking into the clinic. Glasses take 2 to 4 weeks to produce. This clinic does not provide initial fittings for contact lenses but will renew contact lens prescriptions. Corrective laser surgery is not offered at Reynolds; however, Active Duty may obtain information at this clinic about the Army's Refractive Surgery Initiative. Information about self-referral to a network optometrist for family members and retirees can be obtained at the clinic or the TRICARE Service Center.

### Oral Surgery:

The Oral Surgery Clinic provides surgical correction of developmental jaw deformities for Active Duty Soldiers. Surgeries include but are not limited to head and neck trauma management, facial reconstruction, dental and facial implants.

### Orthopedics/Podiatry Clinic:

This clinic provides care for routine orthopedics, general podiatry, sports medicine, casting, acute trauma and emergencies. The Orthopedics/Podiatry Clinic also provides operative care for knees, shoulders, hands and feet, hips, skin, soft tissue and orthopedic injuries.

### Otolaryngology/Head and Neck (ENT):

This service provides medical and surgical treatment for patients with diseases and disorders of the ear, nose, throat and related structures of the head and neck. The Otolaryngologist's special skills include diagnosing and managing diseases of the sinuses, larynx (voice box) oral cavity, and upper pharynx (mouth and throat) as well as structures of the neck and face, such as the thyroid and parathyroid glands. Facial reconstructive surgery and the repair of facial bone structures are also performed.



*PVT Ortiz receives annual eye exam from MAJ Williams*



## Chapter 3



*Robin Russell, Pharmacy Technician*

# ANCILLARY CARE SERVICES

### Pharmacy:

The Pharmacy provides comprehensive pharmaceutical services to all eligible inpatients and outpatients. There are two facilities that dispense medications to our patients: The Main Pharmacy, located just inside the hospital's clinic entrance, and the Refill Pharmacy or "Pharmissary," located adjacent to the Fort Sill Commissary. Only prescription refills are dispensed at the Pharmissary.

The Main Pharmacy is open from 8 a.m. to 6 p.m., Monday through Friday, and 9 a.m. to 3 p.m. on Saturday. The Pharmissary is open weekdays 9 a.m. to 6 p.m. For convenience, prescription refills, for medications initially filled at RACH, can be phoned in by dialing 458-2442/2443. A list of medications stocked at the Pharmacy can be found by accessing [www.rach.sill.amedd.army.mil](http://www.rach.sill.amedd.army.mil) and clicking "Drug List." To speak with a pharmacy representative at the Main or Refill Pharmacy, please call 458-2442/2443.





*Sgt Middlebrooks positioning PFC Rau for hand X-RAY*



*Lauren Parker performing Stress Test in Respiratory Therapy*

### Radiology:

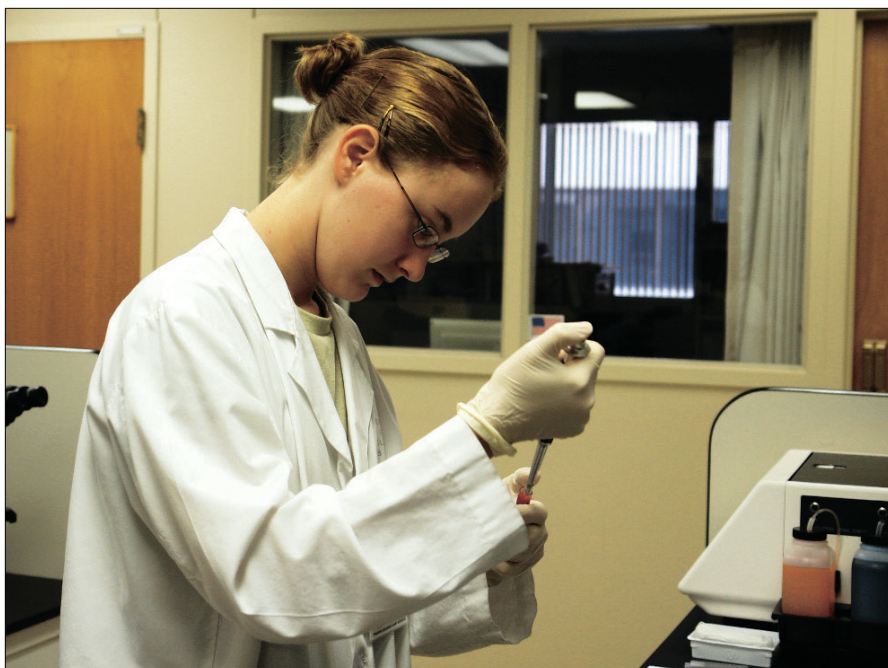
Radiology provides routine X-rays and examinations as ordered by a provider. The following examinations are conducted by appointment only: MRI, CT Scans, Mammograms and Ultrasounds. Call 458-2783 for assistance.

### Respiratory Therapy:

The Respiratory Therapy Clinic provides several types of tests including Pulmonary Function Tests (PFT), exercise challenge tests, home oxygen studies and saturation studies. Call 458-2642 for assistance.

### Community Health Nursing, Preventive Medicine:

The Community Health Nursing, Preventive Medicine, conducts many regular classes on an “as needed” basis



*PFC Kelly Hart performing lab tests*

including reproductive health, tobacco cessation, men's health, personal hygiene and classes for hot and cold weather injuries. All classes are open to Soldiers and their families. Soldier appointments and classes can be arranged by calling 442-2061.

### Pathology:

Pathology includes a full-service laboratory. The laboratory operates 7 days a week, 24 hours a day with limited service during non-duty hours. Clinical lab services include hematology, coagulation, blood gas analysis, urine analysis, chemistry, microbiology, serology and transfusion services. Call 458-2835 for assistance.

### Specimen Collection:

Located in the clinic mall, this service is a satellite of Pathology. In-house

providers submit lab orders electronically; network providers hand-write orders and patients bring the request to the lab. Patients must contact the ordering provider for test results. The lab is open 7 a.m. to 4:30 p.m., Monday through Friday. For questions call 458-2305.





## Chapter 4



*U.S. Flag quilt made by one of our retirees*

# BEHAVIORAL HEALTH AND CHAPLAIN SERVICES

### Community Mental Health Services (CMHS):

CMHS provides services to Active Duty service members only. This includes members of the National Guard and Reserve who are in an active status. Soldiers can self-refer to this clinic. CMHS specializes in treating combat-related symptoms such as sleep, mood, and sexual dysfunction. Various assessment and psychotherapeutic interventions are available. CMHS is located on Ringgold Road in Building 2772 and can be reached at 442-4832/4833/4035.

### Family Mental Health Services (FMHS):

Spouses and children of Active Duty service members are eligible for full mental health services. Patients must be referred by a PCM. Psychiatric medication management, individual therapy, play therapy, group therapy, and bio-feedback are available. FMHS is located on Ringgold Road, Building 2777 and staff can be reached at 442-4351/4352/4353.



### Social Work Services (SWS):

SWS offers services that promote healthy families and relationships. Soldiers, retirees and family members can self-refer to this clinic for individual, marital, and family counseling. Anger management, relationship enhancement, conflict resolution, and parenting skill groups are available on a limited basis. SWS provides comprehensive services for individuals and families referred to the Army Family Advocacy Program. SWS is located on the third floor of Reynolds, hours are 7:30 a.m. to 4:30 p.m., Monday through Friday, the phone number is 458-3600.

### Care Managers:

The care manager is a licensed clinical social worker and a first line help agent for Soldiers and their families. The care manager assists those about to deploy, those who have deployed, and the families of deployed Soldiers. In addition to screening soldiers and directing the level of care, care managers perform crisis intervention and assist the Chaplain at reunion briefings. Hours are Monday through Friday 7:30 a.m. to 4:30 p.m. on a referral or walk-in basis. Care managers are available to speak to Family Readiness Groups and/or individual units after hours. The care managers are located in Building 2777 and for more information call 595-1111 or 442-4351.

### Army Substance Abuse Program (ASAP):

The ASAP Clinic is located on Koehler Loop Road in Building 3445. Drug and substance abuse counseling and treatment are available for Active Duty service members only. Self-referrals and Command referrals require an Army Substance Abuse Program

(ASAP) Enrollment form, DA Form 8003. Walk-ins are accepted during clinic hours on an emergency basis. Appointments start at 8 a.m. The type of treatment is determined on a case-by-case basis. Soldiers and civilians needing a urinalysis or a drug screen report to the Post ASAP building on Craig Road, Building 2870. ASAP provides education programs for new commands and new soldiers including prevention education. ASAP staff members are able to give classes at the individual unit if requested. Hours of operation are Monday through Friday 7:30 a.m. to 4:30 p.m. For more information please call 442-4205/6069.

### Chaplain Services:

The Chaplain and Pastoral Care are available 24 hours a day to inpatients, soldiers and their loved ones. Protestant worship is every Tuesday at 11:45 a.m. in the Chapel. The Chapel and adjoining Meditation Room are open 24 hours a day. The Chapel is located near the south entrance of Reynolds. All denominations are welcome. The Chaplain's office may be reached by calling 458-2615/2616. After 5:30 p.m. the chaplain on call can be reached by calling the Staff Duty Officer at 458-2800.



*RACH Chapel located at the South Entrance*





## Chapter 5



# INPATIENT SERVICES

### 2 West:

2 West is a 24 hour Medical/Surgical/Pediatric Ward. The visiting hours are 10 a.m. to 8 p.m. daily. Visitors must first check in at the Nurses' station. The phone number is 458-2605.

### Intensive Care Unit (ICU):

The ICU is for pediatric and adult care for those with complex medical/surgical needs. The visiting hours are from 10 a.m. to 8 p.m. daily. Visitors must first check in at the Nurses' station before visiting the ICU. The phone number is 458-2600.

### Clinical Dietetics Branch:

Clinical Dietetics provides inpatient nutrition screening for all patients, medical nutrition therapy by a registered dietitian for patients at high nutritional risk, nutrition education, and meal services. The phone number is 458-2825.

## MATERNAL CHILD UNIT

The Maternal Child Unit (MCU) offers 16 Labor, Delivery, Recovery, and Post-Partum (LDRP) Suites. This style of obstetrical care allows the patient to labor, deliver, recover and room-in, all in the same room. To schedule a tour of the Maternal Child Unit, call 458-2662.

MCU offers FREE prenatal classes every Tuesday from 5:30 p.m. to 7 p.m.

- **Prenatal Class I:** An overview of the childbirth process to include anatomy, physiology, plan of care and phases of labor.

- **Prenatal Class II:** Obstetrician/Anesthesia Services.

- **Prenatal Class III:** Postpartum, length of stay, self care for mom and baby, and infant security.

- **Prenatal Class IV:** Helps prepare moms for early stages of labor. Couples bring pillows and a blanket to do practical exercises on the floor.

The **Breastfeeding Class** is offered every third Thursday of the month from 5:30 p.m. to 7 p.m. **Sibling Classes** are every first and second Thursday of the month from 5:30 p.m. to 7 p.m. Call 458-2662 to schedule classes.

RACH is committed to providing outstanding, family-centered and safe maternity care for all of our patients. Our providers understand the unique needs of military families, especially in today's climate of increasing deployments. We offer one-on-one counseling and instruction, a high level of security, a gift pack and a baby's ultrasound picture on a compact disc. We have a highly trained, dedicated professional staff who is **"Proudly Delivering America's Future."**

The MCU visiting hours are from 10 a.m. to 8 p.m. daily. Fathers, or support persons, may stay 24 hours. Visitors must first check-in at the Nurses' station before visiting the MCU. The phone number is 458-2662.



LDRP Suite



## Chapter 6



*South Entrance of Reynolds Army Hospital*

# ADMINISTRATIVE SERVICES

### TRICARE Service Center (TSC):

TSC offers walk-in service for assistance and information on the following:

- TRICARE programs
- Benefits
- Eligibility questions
- Enrollment
- Medical Claims Payment
- Referral Assistance
- PCM changes
- Pre-authorizations

TSC is located on the first floor at the south entrance of the hospital. The hours are 7:30 a.m. to 4:30 p.m., Monday through Friday. For any questions call (800) 444-5445.

### Beneficiary Counseling Assistance Coordinators (BCAC) and Debt Collection Services:

BCAC's support beneficiaries by providing information and assisting with enrollment, claims processing, eligibility queries and travel entitlement. They provide TRICARE briefings and serve as the point of contact for debt collection cases. Staff is located at the south entrance next to the TRICARE offices. Call 458-2483/3161 for assistance.



### Medical Correspondence/Release of Information:

This office assists patients who need copies of their medical information. Patients must present an ID card and complete the release form. If the requestor is someone other than the patient, a medical power of attorney will be needed. The office is located in room 1H130 near the main entrance to the hospital. They can be reached at 458-2103/2756.

### Patient Affairs Branch:

Patients Affairs is responsible for processing all medical boards for Soldiers whose military career has been interrupted by an injury or illness. They arrange fit-for-duty physicals for all

Guard Soldiers as well as line of duty preparation for Soldiers who acquire an injury while on Active Duty. Soldiers placed on Temporary Disability Retirement List (TDRL) are scheduled for appointments and processed through Patient Affairs. Hours are 7:30 a.m. to 4:30 p.m. For assistance call 458-3149/2747. Patient Affairs Branch and the Chief of Patient Administration Division are located on 3 West.

### Medical Evaluation Board (MEB):

Your primary care doctor recommends possible medical board evaluation. The soldier is referred to and evaluated by the Medical Board Physician who initiates a permanent profile as necessary. After the profile



*Mr. Arthur Rogers assists Soldier with medical records*





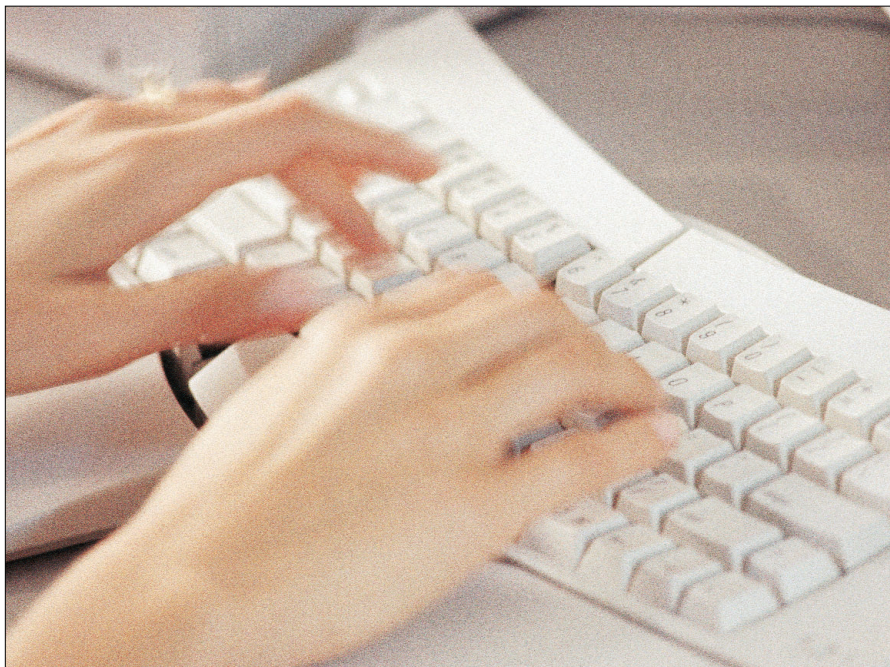
is issued, the Soldier reports to Patient Affairs, Medical Board Section where a briefing and appointments for Phase I and Phase II of a physical exam are scheduled. A medical board packet is prepared by the Soldier's command and submitted to the Medical Board Section within 7 days. The Soldier's packet is forwarded to the Physical Evaluation Board for a final decision. Once results are received, the Soldier is counseled on his/her elective options. For questions call 458-3149/3468.

### Outpatient Records:

Clinics use electronic medical records. However, at the request of a provider, all paper records are pulled and given to the clinic prior to appointment. Soldiers must bring a copy of their orders to Outpatient Records when clearing for a permanent change in duty. Records are no longer hand-carried and will be mailed to the new Military Treatment Facility. Hours are 7 a.m. to 6 p.m., Monday through Friday. Call 458-2101/2105 for assistance.

## ELECTRONIC MEDICAL RECORDS

Reynolds uses AHLTA, the electronic health records for the Military Health System. AHLTA is patient-focused and not facility-based, thus it gathers information from facilities around the world into a single, durable record readily available to authorized healthcare providers at the click of a mouse.





## Chapter 7



Staff members Joyce Ward, SPC Stough and Debi Carson

# ADDITIONAL SERVICES

### American Red Cross:

Volunteers are important members of the RACH Team. They serve in various areas of both the hospital and dental clinics. Individuals interested in volunteering should contact the American Red Cross at 458-2132/3144 or visit their office on 3-West. Some prerequisites for volunteering include a 3-hour orientation to the Red Cross and hospital, a health screening and completion of HIPAA training. In addition to an adult volunteer program, VolunTEENs (ages 14-18 years) provide service at RACH and other areas on post during the summer months.

### Dental Sick Call:

The Hospital Dental Sick Call is from 7 a.m. to 9 a.m., Monday through Friday. Scheduled appointments begin at 9:30 a.m. Outlying clinics, Cowan and Allen, conduct Dental Sick Call from 7 a.m. to 9 a.m., Monday through Friday. The Cowan Dental Clinic phone number is 442-2991 and the Allen Dental Clinic phone number is 442-6106.





### Exceptional Family Member Program (EFMP):

EFMP is a mandatory enrollment program for Active Duty families with special medical needs. The EFMP program was designed so that branch assignment managers would be aware when a Soldier had a family member with special needs and these special needs could be considered during the assignment process. Some examples of exceptional family members include those with asthma, behavioral health needs, ADD/ADHD, and chronic medical problems. EFMP files need to be updated and validated every 3 years. A 9-minute video highlighting the EFMP program is available at <http://www.myarmylifetoo.com>. Select EFMP at the drop down arrow. For more information call 458-3460.

### Nutrition Division Classes:

The following classes are held in the Nutrition Outpatient Clinic on the third floor of the hospital. Attendance for the “WEIGH-TO-STAY” class is on

an appointment basis only. All Active Duty service members are welcome to attend. “WEIGH-TO-STAY” is a two-part class with follow-ups at 10:15 a.m. on Tuesdays. For more information please call 458-2152.

The “NUTRITION SERIES” is held on the first and third Fridays of the month both for retirees and family members 18 and up. The second part of “NUTRITION SERIES” is every Friday beginning at 11 a.m. The “DIABETES CLASS” is for diabetes patients. Patients need to bring both a glucometer and a list of current medications to the class which is held the first and second Tuesday of every month at the Nutrition Outpatient Clinic.

The “CHOLESTEROL CLASS” is by appointment or by consult on the third Thursday of every month beginning at 10:00 a.m. Patients with high cholesterol or in need of cholesterol maintenance are encouraged to attend.

The Dining Facility is located on the first floor of the hospital. Hours of operation Monday through Friday are





as follows: full service breakfast is from 6 a.m. to 8 a.m. and continental breakfast is from 8 a.m. to 10 a.m. Full service lunch is reserved for hospital staff and patients only from 11 a.m. to 12 p.m. Full service lunch is open to all customers from 12 p.m. to 1 p.m. The Grab and Go lunch hours are from 11 a.m. to 2 p.m. and self-service is from 1 p.m. to 3 p.m. The Dining Facility is closed on weekends and Federal holidays.

### Operation Wheels:

“Operation Wheels” is a unique service of the Armed Services YMCA and offers FREE TRANSPORTATION for necessary services such as medical appointments, dental appointments, SJA/legal appointments and commissary trips. Reservations must be made 24 hours in advance. Junior enlisted Soldiers and their family members have priority. Call 355-5520 for more information.

### Women, Infant and Children (WIC) Program:

The WIC Program is a nutrition and education program based on income level and for children under the age of 5. The office is located inside the Comanche County Health Department, 1010 South Sheridan Road, Lawton, and is open Monday through Friday 7 a.m. to 5 p.m. For assistance call 580-6625 or (800) 788-3628.

### VETERAN AFFAIRS (VA) OUTPATIENT CLINIC

Fort Sill, OK  
Building 4303  
(West of Reynolds Hospital)  
(580) 353-1131

Hours: 7:30 a.m. to 4 p.m.

Veterans who would like information in obtaining VA medical benefits, including disability compensation may call the VA Clinic at the number listed above.



*RACH annual Retiree Open House*





## Chapter 8



*Hospital Cmdr, COL Swiderski at MRI Grand Opening*

# TRICARE SERVICES



TRICARE is the healthcare program for Active Duty and retired service personnel, their eligible family members and survivors. TRICARE combines both military and civilian services to deliver the highest quality healthcare. Reynolds is in the TRICARE South Region.

The DoD has selected Humana Military Healthcare Services, to administer the TRICARE program for more than 2.7 million beneficiaries in the TRICARE South Region. Humana Military is committed to preserving the integrity, flexibility, and durability of the Military Health System.

Access information at **[www.humana-military.com](http://www.humana-military.com)**, at (800) 444-5445, or visit the TRICARE Service Center (TSC) located on the first floor of RACH, near the south entrance.

### Defense Enrollment Eligibility Reporting System (DEERS):

DEERS is a computerized database of military sponsors, families and others worldwide who are entitled to TRICARE benefits. DEERS registration is required for TRICARE eligibility. Active Duty and retired service members are

automatically registered in DEERS, but they must take action to register their family members into the database.

It is vital to keep your DEERS records updated; this includes changes in military career status, addresses, family status, i.e. marriage, divorce, births and adoptions.

To update all DEERS information; visit the local ID card facility, Building 3162 or call 442-5010. To update your address and telephone number visit the Web site [www.dmdc.osd.mil](http://www.dmdc.osd.mil) and click on personnel services.

### TRICARE Mail Order Pharmacy (TMOP) Program:

TMOP is a good choice for your prescriptions. The program is designed for medications you are taking on a regular basis. With TMOP, you can receive up to a 90-day supply of medication for the same cost as a 30-day supply at a retail pharmacy. Active Duty cost share is \$0. All other beneficiaries, for up to a 90-day supply, pay as follows:

Generic .....	\$3
Formulary.....	\$9
Non-formulary .....	\$22



*LTC Roberts presents award to Jia Cutler*



*RACH Soldier, SFC Healey with her son*

- You can fill your first prescription by mail.
- You can order refills by mail, phone, fax, or online.
- You can avoid driving to a retail pharmacy and waiting in line.
- Your prescriptions will be mailed to your home. This includes any U.S. postal address, APO/FPO, or temporary address with no shipping and handling fees.

Register for TMOP online at **[www.express-scripts.com](http://www.express-scripts.com)** or call (866) 363-8667.

#### TRICARE Dental Program (TDP):

The TRICARE Dental Program (TDP) is a high-quality, cost-effective dental care benefit for eligible family members of all Active Duty uniformed services personnel; as well as members

of the Selected Reserve and Individual Ready Reserve (IRR) and their eligible family members.

To Enroll:

- Online at **[www.ucci.com](http://www.ucci.com)**
- Call (888) 622-2256 for enrollment form
- Contact TRICARE Service Center

#### TRICARE Retiree Dental Program:

The TRICARE Retiree Dental Program (TRDP) offers comprehensive, cost-effective dental coverage for uniformed services retirees and their eligible family members.

To Enroll:

- Online at **[www.trdp.org](http://www.trdp.org)** with acceptable credit card
- Call (888) 838-8737
- Contact the TRICARE Service Center





## Chapter 9



# FREQUENTLY ASKED QUESTIONS

### 10 Most Asked Questions

#### 1. I AM NEW TO FORT SILL - HOW DO I OBTAIN MEDICAL CARE?

There are two things you must do before obtaining medical care. First, you must update your status in DEERS (Defense Enrollment Eligibility Recording System). Second, you must enroll in TRICARE Prime or transfer your current enrollment to Fort Sill. TRICARE Prime enrollment is mandatory for Active Duty soldiers and voluntary for family members and retirees. Soldiers must take action to enroll within one week of unit assignment. Enroll at the TRICARE Service Center or online at [www.humana-military.com](http://www.humana-military.com).

#### 2. WHAT IS A PRIMARY CARE MANAGER (PCM)?

After you complete TRICARE enrollment you will receive a letter notifying you of your assigned Primary Care Manager (PCM). A PCM is a healthcare provider who provides for your healthcare needs and coordinates specialty care as needed. If you do not receive notification of your assigned PCM within 45 days after enrolling, please contact the Managed Care Division at 458-2483/3161.

#### 3. HOW DO I GET AN APPOINTMENT WITH MY PCM?

You may schedule an appointment with your PCM by calling Central Appointments System (CAS) at (580) 458-2000. One of the booking staff will



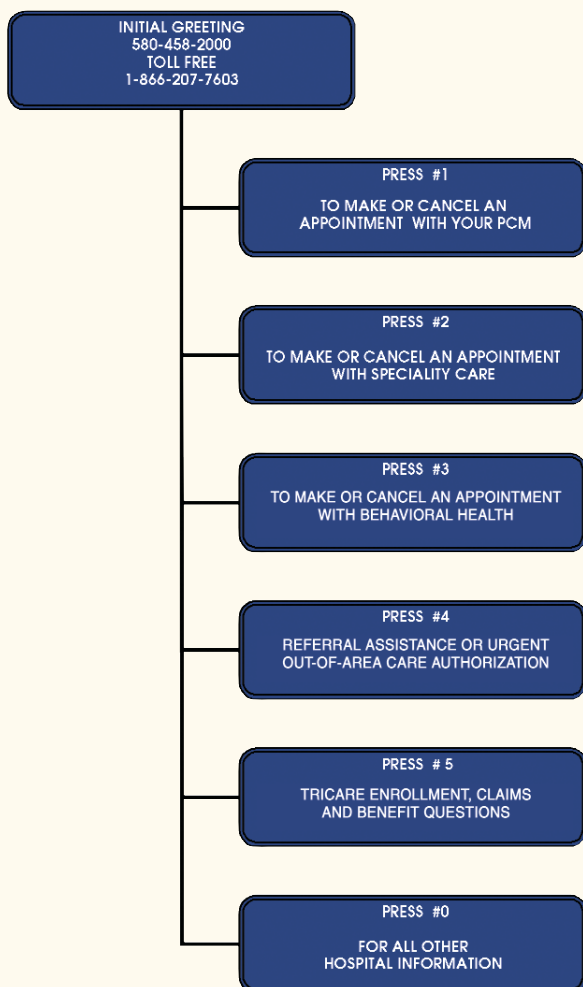


assist you with your appointment needs from 7 a.m. to 4 p.m., Monday through Friday. For 24 hour access and to make primary care appointments at your convenience, we encourage you to register with TRICARE online and make your appointments at **[www.tricareonline.com](http://www.tricareonline.com)**.

#### 4. MY PRIMARY CARE MANAGER HAS WRITTEN ME A REFERRAL TO SEE A SPECIALIST. HOW DO I GET AN APPOINTMENT?

If your PCM has referred you for Specialty Care, please be sure all your questions have been answered as to why you are being referred before you

### DAYTIME APPOINTMENT CHART



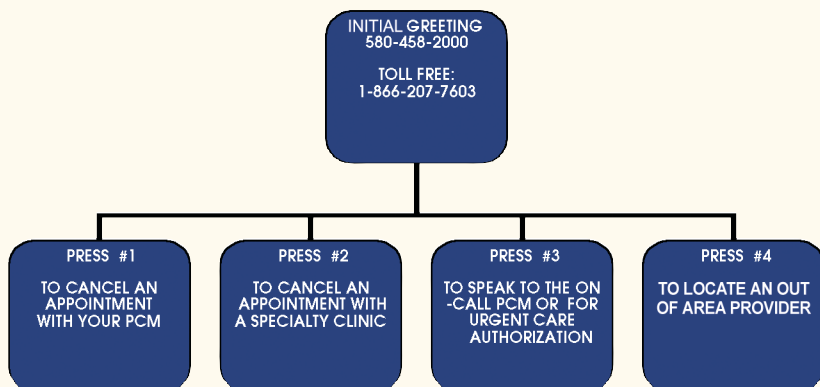
leave the clinic. If the Specialty Care your PCM has ordered is available at RACH, the Referral Management Office (located in the TSC) will work with you to set up the appointment within the time frame your PCM has requested. If the Referral Management Office has not contacted you within 10 days, for routine appointments, please call them at 458-2000, option 4. Sometimes RACH can not provide the services you need, or we are not able to obtain an appointment in the required timeframe. In such cases, the specialty request will be sent to Humana Military Healthcare Services for authorization and referral to a civilian provider. You should receive a letter from Humana within 10 working days. Anytime you are visiting the hospital, please verify that your contact information is updated in the hospital's computer system to be sure you get your authorization letter. The letter you receive will recommend a particular

specialty provider, will give you their phone number to call to book your appointment and include details on how many visits have been authorized. One of the Referral Management Staff will call you and offer to schedule your appointment for you or you may schedule your own appointment. For assistance, please call the Referral Management Center at 458-2000, option 4.

### 5. WHAT DO I DO IF I HAVE A MEDICAL PROBLEM AFTER HOURS? HOW DO I REACH MY PRIMARY CARE MANAGER?

If you have an emergent need, please go to the nearest emergency room to receive care. If emergent care is received at a civilian emergency room, please notify the Referral Management Office of this emergency care within 24 hours so authorization for payment can be made. Do not seek authorization until after you have received emergency care.

## AFTER HOURS APPOINTMENT GUIDE



**TRICARE ONLINE - Register at [www.tricareonline.com](http://www.tricareonline.com)**

- Immediate access and convenience
- Read all the latest information you need to stay healthy
- Schedule routine and follow-up appointments with your PCM using any laptop or PC

For non-emergent (urgent) medical needs after hours, you may contact the on-call PCM by calling the hospital's answering service at 458-2000, or toll free at (866) 207-7603. Please select the prompt after hearing the message, "If you need to speak to the on-call physician, or if you're traveling and need urgent authorization, press "4." The on-call PCM may give you advice over the phone that allows you to wait until the next day for a regular clinic appointment. If your need is more urgent they will direct you to be seen at the RACH Emergency Room.

**SMOKING POLICY**

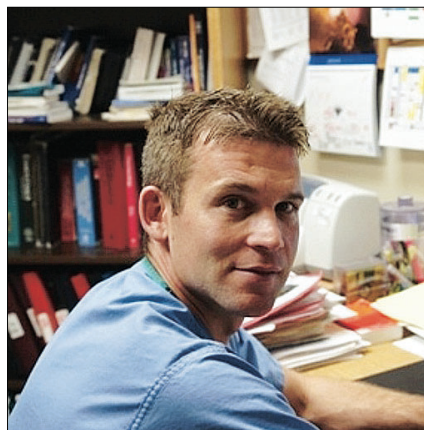
All MEDDAC buildings are designed as tobacco-free buildings. Smoking is permitted only in designated outside areas. There is no smoking within fifty feet of building entrances. Please feel free to ask staff for the directions of the nearest smoking area.

**6. WHAT DO I DO IF I AM TRAVELING OUT OF THE AREA AND NEED AUTHORIZATION FOR MEDICAL CARE?**

If you have an emergent need, please go to the nearest emergency room to receive care. If emergent care is received at a civilian emergency room,

please notify the Referral Management Office of this emergency care within 24 hours so authorization for payment can be made. Failure to do so could cause your claim to be denied and you could be held liable for all costs. Do not seek authorization until after you have received emergency care.

If you have a medical problem that is non-emergent you must have an authorization prior to seeking/receiving health care in order to avoid point of service claims. You may speak to one of the nurses in the Referral Management Office during normal business hours for direction of care. The RACH toll free number is (866) 207-7603, Option 4. They can give you advice on whether or not you should see a provider while you are traveling or wait until you return home.





If urgent care is approved they will enter a referral that will be sent to Humana Military Healthcare Services for authorization. If you need assistance with finding a network provider for this approved urgent care, please call Humana (TRICARE) at (800) 444-5445. For an after-hours authorization, please contact the on-call PCM by using the after hours process described in Question 5, utilizing the toll free number.

## 7. WHERE IS SICK CALL?

Reynolds Army Community Hospital currently operates under a system named Soldier Centered Care (SCC), a more efficient and effective model of care for Soldiers than sick call. SCC allows Soldiers to make same day appointments for most conditions. We encourage all Soldiers to call 458-2000, select option 1 to make a same day appointment with your PCM. This will allow you to be seen by your physician who can provide improved continuity of your healthcare.

- Permanent party Soldiers may receive care from 6 a.m. to 7:30 a.m. at Fires Center Clinic located in the hospital mall area. Soldiers do not need to pick up their medical records. If triaged with an urgent medical problem, you will be seen in Fires Center Clinic; otherwise, you will be referred back to your PCM.

- All Soldiers in need of sick call on Saturdays and holidays should report to the Troop Medical Clinic from 7 a.m. to 8 a.m., on Saturday. The TMC is closed on Sundays; urgent care cases report to the Emergency Room at the hospital.

## 8. HOW DO I RECEIVE PREGNANCY TESTING?

If you think that you are pregnant, you can walk-in to the OB/GYN clinic to request a formal pregnancy test. Walk-in hours are 7:30 a.m. to 12 p.m., and 1 p.m. to 4 p.m. Monday through Friday. A nurse from the OB Clinic will call you within 24 hours with your results.

## 9. DO I NEED TO BRING MY INSURANCE INFORMATION TO MY APPOINTMENTS?

Yes. On your first visit you will be asked to complete a Record of Other Health Insurance, DD Form 2569. Completing the form will take approximately 2 to 3 minutes. After the form has been processed, you will receive a small insurance card. Please bring this card to each visit. The card's information will need to be updated annually. The third party collection program is mandated from the Surgeon General and we appreciate your time and assistance in helping us meet this requirement.



## PATIENT RIGHTS

The patient has the right to:

- Exercise his or her rights without regard to sex, cultural, economical, educational or religious background.
- Effective and safe care, treatment and services.
- Considerate and respectful care at all times.
- Have access to spiritual counseling and pastoral visits.
- Active participation in decisions regarding his/her medical care.
- Voice complaints freely and recommend changes regarding the quality of services.
- Full consideration of privacy concerning his/her medical care program.



*Dr. Sanders with new parents in the Pediatric Clinic*



*Denise Prout in the Pediatric Clinic*

## 10. WHO DO I GO TO WITH QUESTIONS OR CONCERNS ABOUT MY PROVIDER OR HEALTHCARE?

For healthcare or customer service concerns ask for the NCOIC or Office Manager of the area. In most cases they will be able to assist you and provide you with answers to your questions. If you need additional assistance, see the patient representative who is located in Clinical Support Division or call 458-2390/2389.



WE AT REYNOLDS ARMY COMMUNITY HOSPITAL ARE PLEASED TO SERVE YOU AND WILL WORK HARD TO ANSWER YOUR CONCERNS AND FULFILL YOUR MEDICAL NEEDS.

## KEY TELEPHONE NUMBERS

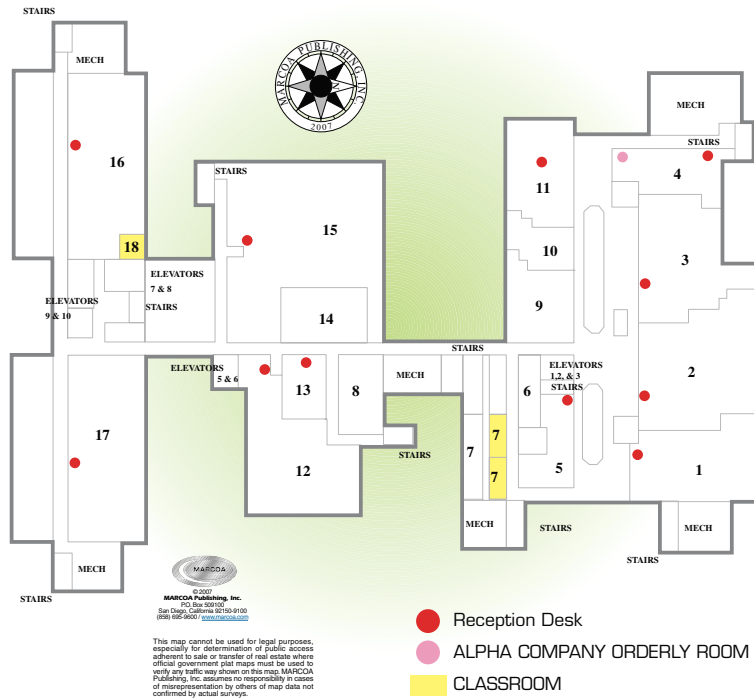
Hospital Information .....	458-2800/2500
Primary Care Appointments.....	458-2000
Out-Of-Town Urgent Care Authorization .....	(866) 207-7603
TRICARE Information .....	(800) 444-5445
Pharmacy Automated Services .....	458-2442
Main Pharmacy .....	458-2443
Pharmissary .....	442-2013
Emergency Room .....	258-2770
Poison Control .....	(800) 222-1222
DEERS .....	(800) 538-9552
Labor and Delivery/MCU .....	458-2660/2662

**\*IN CASE OF EMERGENCY DIAL 911 OR GO TO THE NEAREST MEDICAL FACILITY**



THE PROPONENT FOR THIS HEALTHCARE GUIDE IS THE MANAGED CARE DIVISION.  
COMMENTS MAY BE SENT TO  
CATHY.RHODES@AMEDD.ARMY.MIL.

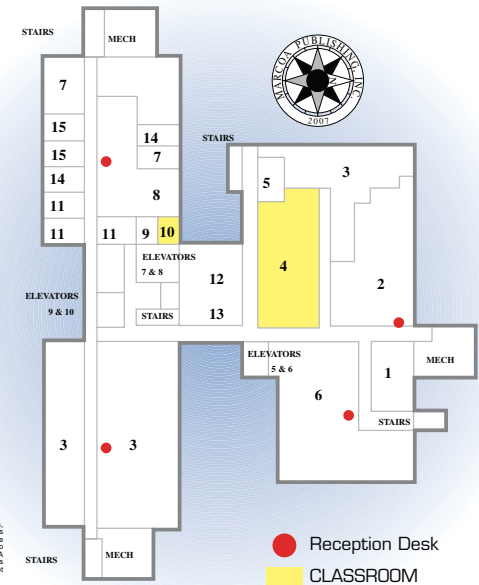
## SECOND FLOOR



### SECOND FLOOR

- |  |                                  |
|--|----------------------------------|
| 1. SURGERY/UROLOGY CLINIC              | 10. DEPUTY COMMANDER FOR NURSING |
| 2. INTERNAL MEDICINE/EKG               | 11. HEADQUARTERS                 |
| 3. EENT/OPHTHALMOLOGY/OPTOMETRY CLINIC | 12. ICU                          |
| 4. PERSONNEL                           | 13. RESPIRATORY THERAPY          |
| 5. MEDICAL LIBRARY                     | 14. RECOVERY                     |
| 6. MANAGED CARE DIVISION               | 15. OPERATING ROOM               |
| 7. PMETS (CLASSROOMS 1 & 2)            | 16. 2 WEST                       |
| 8. SAME DAY SURGERY                    | 17. ORTHO & PODIATRY CLINIC      |
| 9. RMD                                 | 18. CLASSROOM                    |

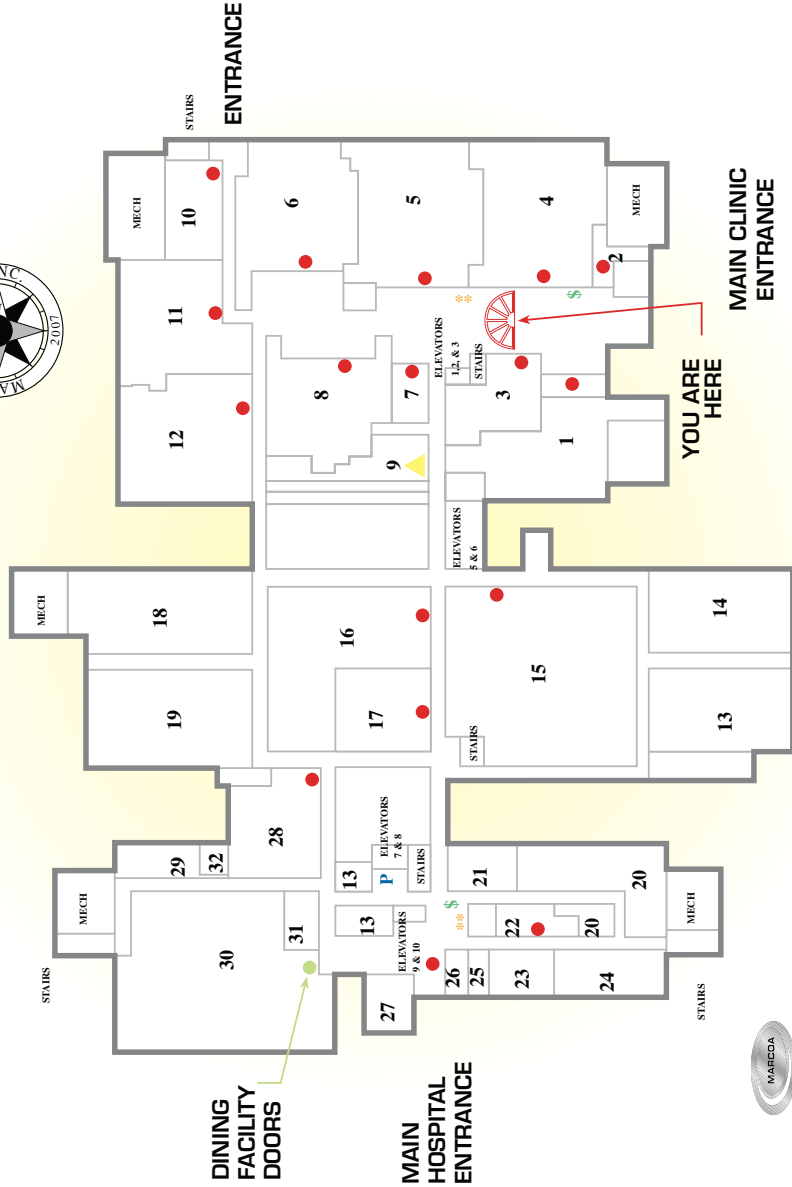
## THIRD FLOOR



### THIRD FLOOR

- |   |                         |
|---|-------------------------|
| 1. MCU (MATERNAL CHILD UNIT)                      | 8. RED CROSS            |
| 2. LABOR & DELIVERY                               | 9. SAFETY OFFICER       |
| 3. OB/GYN CLINIC                                  | 10. CLASSROOM           |
| 4. CLASSROOM                                      | 11. QSD                 |
| 5. NURSING ADMIN                                  | 12. REENLISTMENT OFFICE |
| 6. LABOR, DELIVERY, RECOVERY & POSTPARTUM (LDRPs) | 13. EO OFFICE           |
| 7. MEDICAL BOARDS                                 | 14. EFMP                |

# FIRST FLOOR



- Reception Desk
- ▲ PATIENT REPRESENTATIVES OFFICE
- ✻ Information Desk
- \$ ATM MACHINE
- P PAY PHONES



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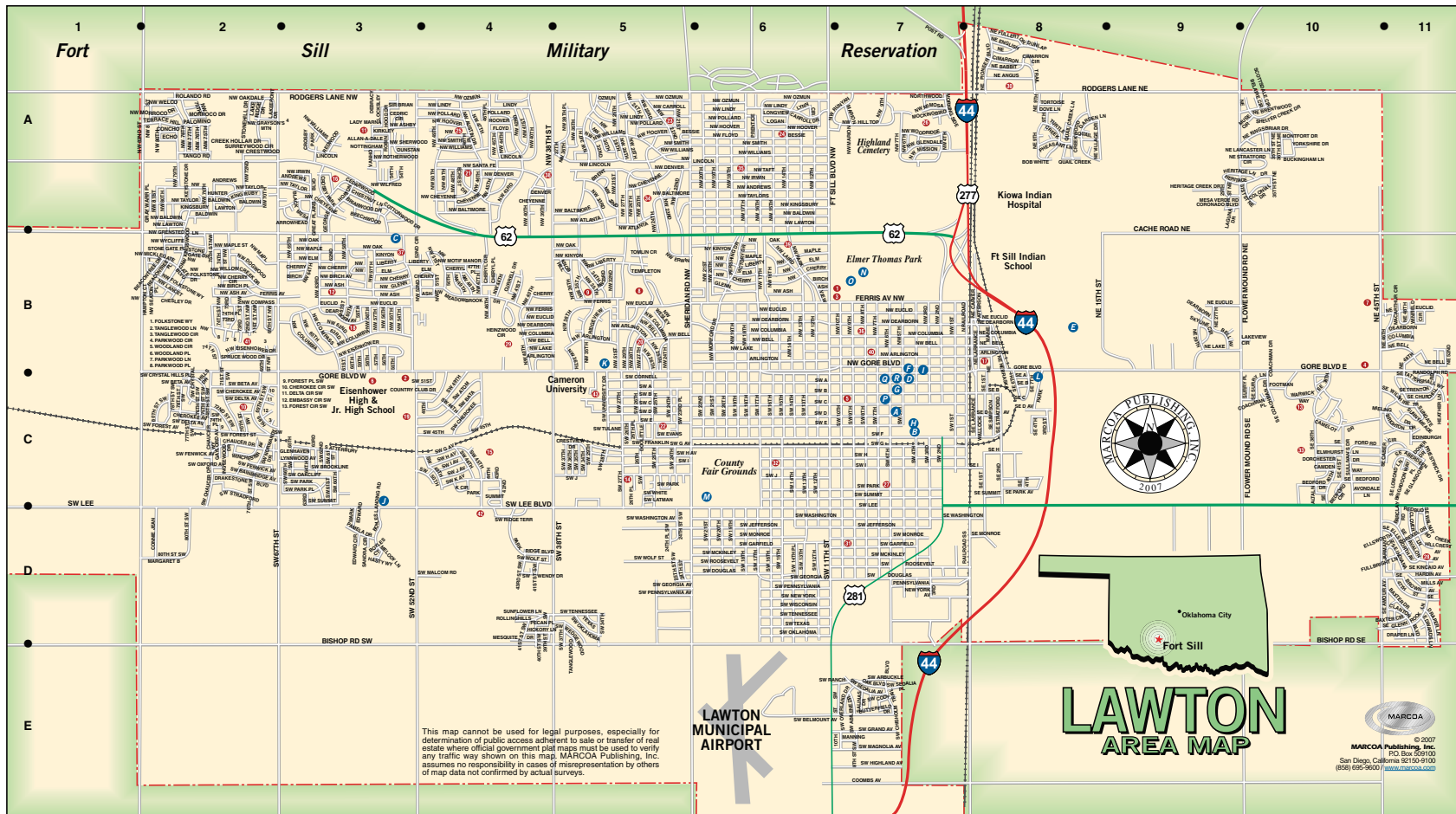
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## FIRST FLOOR

1. OUTPATIENT PHARMACY
2. IMMUNIZATION/ALLERGY
3. OUTPATIENT RECORDS
4. FAMILY PRACTICE 1
5. MEDICATION MONITORING
6. FAMILY PRACTICE 2
7. SPECIMEN COLLECTION
8. REDLEG CLINIC
9. CLINICAL SUPPORT DIVISION
10. PHYSICAL EXAM
11. AUDIOLOGY
12. PEDIATRIC CLINIC
13. EMERGENCY ROOM
14. MEDICAL HOLD-CASE MNGMNT
15. RADIOLOGY (X-RAY)
16. PATHOLOGY (LAB)

17. NUGLEAR MEDICINE
18. DENTAL CLINIC
19. PHYSICAL THERAPY
20. PATIENT ADMINISTRATION
21. INPATIENT PHARMACY
22. A & D
23. INFORMATION MANAGEMENT
24. TRICARE
25. BCACS
26. CHAPLAIN
27. CHAPEL
28. OCCUPATIONAL THERAPY/CHIROPRACITOR
29. PX SERVICES
30. DINING FACILITY/CAFETERIA
31. VENDING MACHINES
32. THIRD PARTY COLLECTIONS





#### ADMINISTRATION

- John D Shoemaker Ed Ctr. 753 NW Ft Sill Blvd...B-7

#### SECONDARY SCHOOLS

- Eisenhower Sr High .....52nd and Gore Blvd...C-3
- Lawton Sr High .....11th and Ferris...B-7
- MacArthur Sr High .....4400 E Gore...B-10
- Central Jr High .....9th and C Ave...C-7
- Eisenhower Jr High .....57th and Gore...C-3
- MacArthur Jr High .....510 NE 45th...B-10
- Tomlinson Jr High .....29th and Ferris...B-5

#### ELEMENTARY SCHOOLS

- Adams.....35th and Farms...B-5

- Almor West.....6902 SW Delta...C-2
- Bish. Hugh .....6511 NW Allan-A-Dale...A-3
- Brockland .....62nd and Ferris...B-3
- Carriage Hills .....215 SE Warwick Way...C-10
- Cleveland .....27th and J Ave...C-5
- Country Club Heights .....714 SW 45th...C-4
- Crosby Park .....1602 NW Horton Blvd...A-3
- Douglass .....Larrance and Gore...B-8
- Edison .....58th and NW Columbia...B-3
- Eisenhower .....316 SW 52nd...C-3
- Garfield .....27th and Bell...B-5
- Hoover .....47th and Santa Fe...A-4
- Howell .....24th and F Ave...C-5
- Jackson .....22nd and Lindy...A-5
- Jefferson .....14th and Bessie...A-6

- Kuntz .....4814 NW Floyd...A-4
- Lincoln .....6th and Park...C-7
- Park Lane .....4912 Avalon...D-11
- Pecan Grove .....40th and Columbia...B-4
- Pioneer Park .....3005 NE Angus Pl...A-8
- Rogers .....9th and Garfield...D-7
- Roosevelt .....15th and I Ave...C-6
- Sullivan Village .....38th and Elmhurst...C-10
- Swinney .....23rd and Baltimore...A-5
- Pat Henry School .....17th and Taft...A-6
- Washington .....8th and Columbia...B-7
- Western Hills .....Kinyon and Liberty...B-3
- Westwood .....1908 NW 38th...A-4
- Whittier .....Laird and Oak...B-6

- Wilson .....17th and Arlington...B-7
- Woodland Hills .....405 NW Woodland Dr...B-2

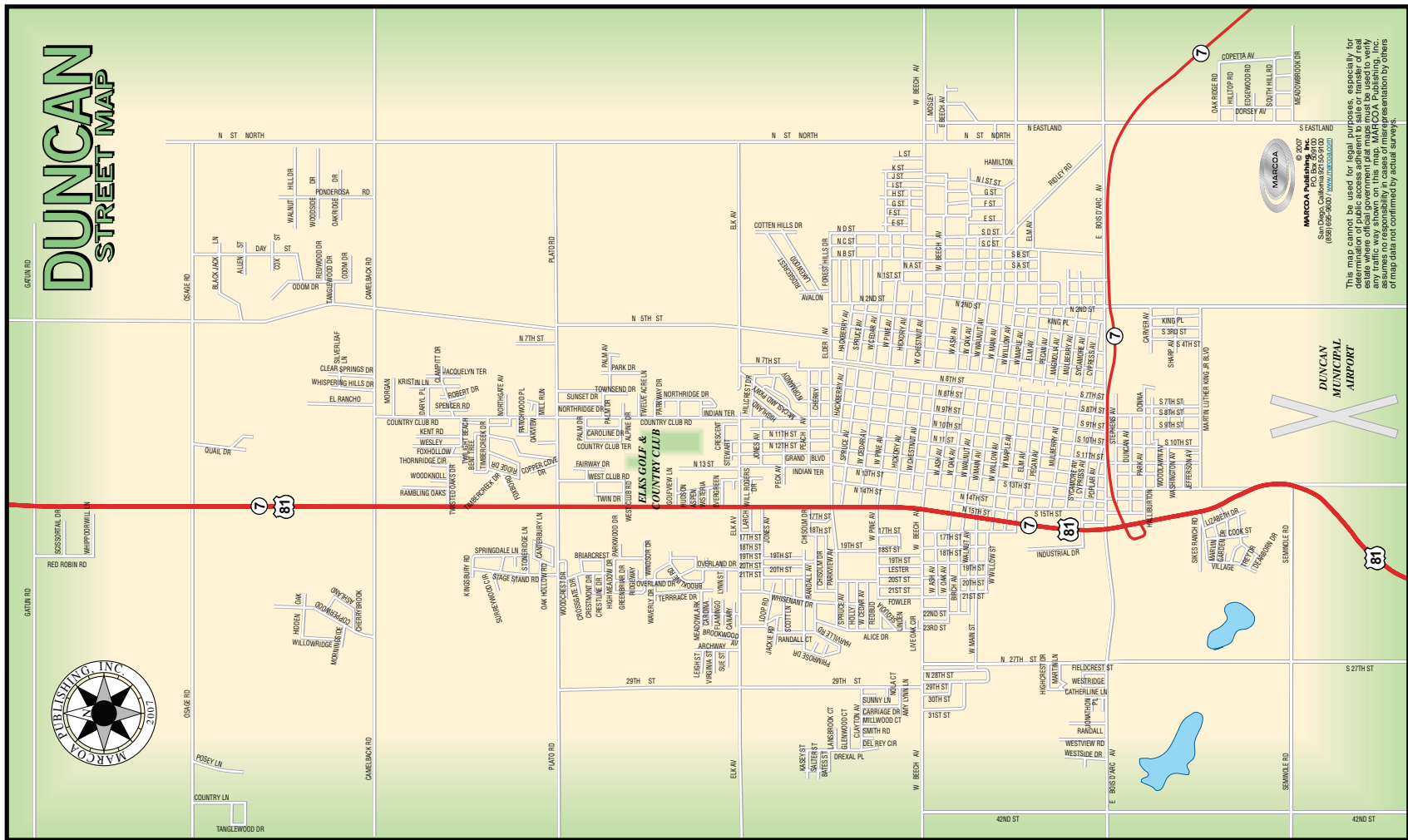
#### OTHER SCHOOLS

- Area Vo-Tech.....4450 W Lee Blvd...D-4
- Cameron University .....2800 W Gore...C-5
- Geronimo Road .....(See Fort Sill Map)
- Sheridan Road .....(See Fort Sill Map)

#### POINTS OF INTEREST

- County Court House .....5th & C Ave...C-7
- U.S. Post Office .....501 SW 5th...C-7
- U.S. Post Office .....53rd & Cache Rd...B-3
- City Hall .....103 SW 4th...C-7

- Bus Station .....15 NE 20th...B-8
- YMCA .....5 SW 5th...C-7
- Library .....110 SW 4th...C-7
- Federal Building .....SW 5th & E Ave...C-7
- Police Station .....10 SW 4th...C-7
- Southwestern Hospital .....5602 SW Lee Blvd...D-3
- K. Memorial Hospital .....3401 W Gore...B-5
- Highway Patrol HQ .....E Gore and Overpass...C-8
- M. City-County Health .....1010 SW Sheridan...C-6
- N. Great Plains Museum .....Elmer Thomas Park...B-7
- McMahon Auditorium .....Elmer Thomas Park...B-7
- Public Service Co .....629 SW C Ave...C-7
- Arkia Gas Co .....602 SW A Ave...C-7
- Telephone Co .....511 SW A Ave...C-7





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\* Call for More Information



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